

Customer Service Engineer

Want to make a difference in a high-tech, international, fast-growing company?

The job

As a member of the Customer Success team, you work closely with customers and respond to their concerns. You will be responsible for the support process and help shape the process while we acquire more customers. You will create a monthly schedule and make sure that customers are served on time and appropriate tickets are created as well. You are always available to aid in this process, and you aim for minimum downtime of a production machine. Your support towards customers will be via remote access or phone.

Your work

- Deploy software to customers.
- Complete remote diagnostics and service calls.
- Work closely with customers to answer their questions and troubleshoot their solutions.
- Conduct preventative maintenance, minimize, and eventually eliminate downtime in production machines.
- Monitor the solutions in order to gather metrics for statistical analysis and improvements.
- Generate problem and resolution reports.

Who are we looking for?

You understand the importance of customers for our company, and you want to satisfy their requirements, while remaining aligned with our company's interests. You can clearly communicate with customers and ask the right questions in order to have the necessary information to solve any issue. You know how to carefully listen to them in a positive and polite manner, and you can lead them on how to solve a specific issue with confidence and assertiveness.

You know when to take a step back and think, and when to just act. You can both take ownership of a task and collaborate within a team to meet deadlines. When serving multiple customers in a short period of time, you are able to negotiate

with them in order to prioritize and you know how to resolve conflicts. Customers are humans and their emotional state is highly dependent on the issue they are facing. You show empathy and patience and treat each customer as a unique human being. You are a "people's person" and enjoy working in an international team. Humor can decompress a difficult situation between you and a customer or between you and a colleague.

Requirements

- MSc level in technical or engineering field or equivalent experience
- 4+ years of relevant work experience
- Strong verbal and written skills in English
- Experience in analyzing customer requirements
- Experience in supporting customers

Nice-to-have

- Experience with scripting languages (Bash, Python)
- Linux background (preferably Arch Linux)
- Affinity with software and services is also a plus

About Fizyr

Fizyr designs, builds, installs, and maintains the world's best vision software product for automated picking and placing in harsh logistics environments. Our deep learning algorithms are used to enable automated handling of unknown objects varying in shape, size, color, material, and stacking, being picked from (conveyed) bulk. Fizyr's product is applied in production all over the world by leading system integrators and end-users, in online retail, warehousing and parcel services. By equipping robots with our software, we manage to free human workers from repetitive or dangerous tasks and to speed up automated processes.

We are a young, fast-growing company recognized for the high quality and capabilities of our algorithms worldwide. What makes Fizyr truly unique is being trusted as a strategic partner and growing successfully bootstrapped for years. To fulfil the growing demands of the logistics industry, we recently secured funding from a respected high-tech venture capital investor. Up to this day, we

remain dedicated to creating true value for our partners, so that they can create cutting-edge logistics solutions for their clients.

Our international team of highly skilled experts creates a very exciting, high-tech environment to work in. We have a passion for what we do and challenge each other to deliver high quality results, without forgetting to enjoy quality time together. Fizyr is also close to the research community and works on applications of state-of-the-art computer vision technology.

The Opportunity

Together with the Software Development team and Computer Vision engineers, you will work on finding solutions and creating processes for our partners' satisfaction. You will have an influential role in our customer-supporting infrastructure. Key challenges currently being faced include scaling up and supporting more customers every month.

The job allows you to grow personally and further develop yourself along with the growth of the company. Fizyr has a flexible way of working in line with personal choices. We are a recognized sponsor for regular labor and highly skilled migrants. The salary for this position strongly depends on your experience. Indication: 42k gross per year, pension plan, travel expenses, training opportunities, etc. As a fast-growing scale up, Fizyr has an attractive stock option plan.

How to Apply

Candidates interested in this job opening are invited to send their CV and motivation letter to career@fizyr.com. In your application, please provide a link to your GitHub account, LinkedIn, and any other relevant profile that could give us additional insights about your technical background.